Practitioner's Docket No.: 830 011 PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of: REYNOLDS, Richard, BROOM, Simon and BARRETT, Paul

Filed: Concurrently herewith

For: QUALITY ASSESSMENT TOOL

Mail Stop Patent Application Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450 I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 addressed to Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on January 15, 2004 under "EXPRESS MAIL" mailing label number EL 99443 5286 US.

Janet M. Stevens

PRELIMINARY AMENDMENT

Sir:

Prior to examination, please amend the subject application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Abstract begin on page 3 of this paper.

Remarks/Arguments begin on page 4 of this paper.